

The Open University of Sri Lanka
Faculty of Engineering Technology
Department of Textile and Apparel Technology



Study Programme : Bachelor of Industrial Studies Honours
Name of the Examination : Final Examination
Course Code and Title : TAM3234 Basic of Human Resource Management
Academic Year : 2024/25
Date : 27th January 2026
Time : 13:30-16:30 hours
Duration : 3 hours

General instructions

1. Read all instructions carefully before answering the questions.
2. Write down your Index Number in all the pages of answer scripts.
3. Answer for each question should commence from a new page.
4. This question paper consists of eight **(08) questions** in three **(03) pages**.
5. Answer the **question one (Q1), which is compulsory and any five (05) questions from Question 02 to 08**. Question one (Q1) carries 25 marks and questions two (Q2) to eight (Q8) carry 15 marks each.
6. This is a Closed Book Test (CBT).

Question 01

- (a) What do you mean by "**Human Resource Management**"? (03Marks)
- (b) What are the two (02) main functions of the Human Resource Department?
(02Marks)
- (c) Write five (05) main skills classified based on job roles in an organization.
(05Marks)
- (d) What do you mean by "**Performance Appraisal**"? (03Marks)
- (e) What are the two (02) key features of performance appraisal? (02Marks)
- (f) Write three (03) different levels of management in an organization. (03Marks)
- (g) What are the three (03) main types of authority in an organization? (03Marks)
- (h) List out four (04) main reasons why workers may have disputes or take industrial action. (04Marks)

Answer any five (05) questions from question two (Q2) to eight (Q8)

Question 02

- (a) What is manpower planning? (02Marks)
- (b) Why manpower planning is important in an organization? (03Marks)
- (c) (i) Give any four (04) external factors that require regular updating of a manpower plan in an organization. (04Marks)
- (ii) Briefly explain any three (03) main personnel functions of the Human Resource/Personnel Department. (06Marks)

Question 03

- (a) Differentiate **job description** and **job specification**. (04Marks)
- (b) Briefly explain the **assessment phases** of the training process. (06Marks)
- (c) Give five (05) benefits of the training for the organization and the employee. (05Marks)

Question 04

- (a) Give any four (04) benefits of an appraisal system in an organization. (04Marks)
- (b) Briefly explain any three (03) common problems/errors in performance appraisal and state how you can overcome **each** of them. (06Marks)
- (c) State five (05) conditions necessary for effective delegation. (05Marks)

Question 05

- (a) Give five (05) non-monetary factors that contribute to job satisfaction. (05Marks)
- (b) According to the **Industrial Disputes Act No. 43 of 1950**, state five (05) ways of settling industrial disputes. (05Marks)
- (c) State five (05) provisions given under the **Shop and Office Act No. 19 of 1954**. (05Marks)

Question 06

- (a) Write a short note on a contract of employment. (05Marks)
- (b) Differentiate an **employee** and an **independent contractor**. (06Marks)
- (c) List four (04) common categories of employment. (04Marks)

Question 07

- (a) State five (05) powers of the **Wages Board Ordinance (No. 27 of 1941)**. (05Marks)
- (b) Briefly explain any three (03) main provisions of the **Factories Ordinance**. (06Marks)
- (c) State four (04) health and welfare provisions under the **Factories Ordinance**. (04Marks)

Question 08

- (a) State five (05) conditions for entitlement to compensation under the **Workmen's Compensation Ordinance**. (05Marks)
- (b) State the classification of injuries under the **Workmen's Compensation**. (04Marks)
- (c) (i) What is the main role of the Commissioner of Labour under the **Industrial Disputes Act No. 43 of 1950**? (02Marks)
- (ii) State four (04) types of reliefs that a **Labour Tribunal** can grant to a workman. (04Marks)